

Who to Contact for Assistance

Do you have a content or submission-related question?

Please contact Ryan White CARE Act Data Support at 888-640-9356 ext. 7300 or rwcaresupport.wrma@csrincorporated.com from 9 a.m. to 5:30 p.m. ET, Monday through Friday.

Some common examples of content or submission related questions are:

- “I receive funding from multiple CARE Act Titles (i.e. Title I, Title II, Title III, or Title IV). How should I complete my CADR and where should I send it?”
 - “Does the total in Item 42 need to equal the number of clients who are HIV positive in Item 23?”
 - “I received multiple registration codes for my agency. What should I do with all of them?”
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Do you have an EHB or Web-related technical question?

Please contact the HRSA Call Center at 877-Go4-HRSA/877-464-4772 or via email at CallCenter@HRSA.gov from 9 a.m. to 5:30 p.m. ET, Monday through Friday.

Some common examples of Web-related technical questions are:

- “How do I register for HRSA’s Electronic Handbooks (EHBs)?”
 - “The CADR for my agency is locked. How can I unlock it?”
 - “Why can’t I access one of my submissions in the CADR Web system?”
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Do you have a CAREWare-related question?

Please contact the CAREWare help line at 877-294-3571 or via email at cwhelp@jprog.com from 12 p.m. to 4 p.m. ET, Monday through Friday.

Some common examples of RW CAREWare-related questions are:

- “CAREWare is not correctly generating/printing the CADR. How do I fix this?”
- “I am having difficulty upgrading to the latest version of CAREWare.”